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AGENCY CONTACT MEMORANDUM #2012-0101

To: Agency CIOs, Technical Contacts

From: Jim Barnhart, Deputy Commissioner
Commonwealth Office of Technology

Date: Jan. 6, 2011

Subject: New COT-F181 Staff Service Request Form available

Commonwealth Office of Technology would like to announce that a new COT-F181 Staff Service Request Form (formerly the COT Network/Server Access Request Form) is now available.

The new form reflects changes recommended by customers, COT technical staff and Enterprise Architecture & Standards Committee members to improve the overall user experience. It can be found in both the "New Employee" and "Security" sections of the "Forms" page on our website (<http://technology.ky.gov/Pages/cotForms.aspx>).

Within the COT-F181 form you will find a link to a supplemental document that contains instructions for completing the form with examples.

The Commonwealth Service Desk will continue to process requests submitted on the previous COT-F181 form, but we would like to request that users download and utilize the new form as soon as possible.

Questions about the updated COT-F181 can be addressed to Glenn Thomas, Director, IT Governance, at glenn.thomas@ky.gov.